



**OFFICIAL RESPONSES TO VENDOR QUESTIONS**  
**RFP-2017-OQAI-02-CONSUM**

<b>No.</b>	<b>Question</b>	<b>Answer</b>
<b>1.</b>	Section 3.2.1.2.c: Is the confidence interval and corresponding margin of sampling error intended to read "plus or minus 5% ..."?	Yes. See Addendum #2.
<b>2.</b>	Section 3.2.2.7 Will the Department allow the use of Department letterhead and/or Department envelopes? If not, will use of the Department seal and/or Department level signatory be available for inclusion on cover letter?	The Vendor is responsible for printing and mailing the letter out using Vendor-owned envelopes, but DHHS can provide the DHHS letterhead for printing. DHHS must approve everything beforehand though, per Section 3.2.2.7-8.
<b>3.</b>	Section 3.2.2.16 and 3.7: a. How many languages do these programs currently serve and what are the languages spoken? b. Are there percentage cut-offs for non-inclusion that we can incorporate in the budget process? For example, if less than 50 people or 5% speak a particular language we do not need to offer translation services?	a. DHHS serves all languages spoken in any DHHS program via the Language Line. b. No, the Vendor will be expected to provide language assistance for any person with limited English proficiency, per Section 3.7.1 and Appendix D.
<b>4.</b>	Section 3.2.6.2 Will analysis that follows CAHPS guidelines but uses other statistical software be acceptable?	Yes. See the requirement in RFP Section 3.2.6.2.
<b>5.</b>	Section 3.2.6.5 Since this CAHPS survey is still in field testing, will analytical guide/instructions be provided?	No formal analytical guide is available at this time; however, DHHS has access to technical assistance from CMS beyond the analytics described in the RFP. CMS will also provide a format for the final report that will guide further analytics.
<b>6.</b>	Section 3.1 Can DHHS provide a map or further information about where the beneficiaries live in the four programs that we would be surveying?	The client sample will include all areas of NH.
<b>7.</b>	Section 3.2.1.2 Is DHHS targeting a total of 1,200 completed surveys across all four programs?	The Department expects Vendors to meet the requirements in Section 3.2.1.2.

**New Hampshire Department of Health and Human Services**  
**Web Based Health and Safety Training Program**  
**RFP-2017-OQAI-02-CONSUM**



No.	Question	Answer
8.	Section 3.2.2.1 Does DHHS have a targeted ratio of phone versus in-person survey completions?	DHHS is not mandating a targeted ratio of phone versus in-person survey completions. It's the client's choice.
9.	Section 3.2.2.5 Would DHHS like the Vendor to administer the survey in English only? If not, in what other languages would DHHS like the Vendor to administer the survey (e.g., Spanish)?	The survey is offered in English and Spanish, but the Vendor will be expected to provide language assistance for any person with limited English proficiency per Section 3.7.1 and Appendix D.
10.	Section 3.2.2.5 Does DHHS intend to add any supplemental questions to the survey instrument? If so, how many?	The survey instrument will include 1) the CAHPS Home- and Community-Based Services Survey 1.0 and 2) the Supplemental Employment Module, both of which may be found at <a href="https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html">https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html</a> . DHHS does not intend to add any supplemental questions to these survey instruments.
11.	Section 4.2.1 What is the anticipated funding for this program?	The amount will not be disclosed.
12.	Appendix C Would DHHS please define a. "Direct Incremental" and b. "Indirect Fixed?"	a. Incremental costs are the new or re-assigned costs expected to be incurred if the bidder wins the bid and provides the service. b. Fixed costs are costs that will not change whether or not the bidder wins the bid.
13.	Appendix C Would DHHS please clarify what should be entered in the "Allocation Method for Indirect/Fixed Cost" column?	Allocation Method for Indirect/Fixed Cost is the method used to allocate a bidder's fixed cost among the bidders various projects.
14.	Appendix E Would DHHS please clarify the difference between the two column E's: a. "Amnt Funded by this program for Budget Period" and b. "Amnt Funded by other sources for Budget Period?"	a. The proposed cost that would be paid from the winning contract. b. The proposed cost that would be paid from other than the winning contract, i.e. bidder's other revenue source.
15.	Appendix E Would DHHS please clarify the difference between: a. "Administrative Salaries" and b. "Direct Service Salaries?"	a. Salaries from personnel that typically have top-level agency leadership responsibilities and/or complete activities that the entire agency benefits from. b. Salaries personnel who complete activities directly related to a specific project.



No.	Question	Answer
16.	Section 3.2.1.1. Refers to a maximum of 120 calendar days of data collection. Page 10, table 2, indicates a time frame of 90 days for data collection. Can the time frame for data collection be clarified?	The 90 days in table 2, page 10, is the time frame starting from when the letter is sent to the client through the completion of survey activities for that client. The 120 calendar day clock in Section 3.2.1.1 allows the Vendor flexibility to send client letters in batches. In this scenario, the 90-day clock begins for each batch of members when the letter is sent; however all survey activities must be completed within 120 calendar days.
17.	Section 3.2.1.2. Table 1, shows the desired response rates for each program. What are the national average HCBS CAHPS survey responses rates for these programs, in particular for Acquired Brain Disorder?	National averages are not available.
18.	Section 3.2.2.15 refers to obtaining written consent from the beneficiaries or legal guardian for the use of proxies. What is the proposed protocol to obtain written consent for proxy interviews via telephone?	The protocol for obtaining written consent for a proxy interview is the same, regardless of whether the interview will be conducted face-to-face or via telephone.
19.	Section 3.2.2.16 states that the vendor shall provide written materials and telephone/in-person interviews in respondents' preferred language(s) and interviewers will be proficient in the respondent's preferred language. Which languages will be required?	The survey is offered in English and Spanish, but the Vendor will be expected to provide language assistance for any person with limited English proficiency, per Section 3.7.1 and Appendix D.
20.	Section 3.2.3.1. States that "the vendor agrees that all members in the starting sample population must be called five times unless they are found to be ineligible..." Is the Vendor required to continue with administering interviews after the desired response rate/number of interviews has been met?	The desired response rate/number of interviews is the minimum threshold, not a maximum cap.
21.	Section 3.2.4.2., states that the vendor shall employ separate staff for contacting respondents to schedule in-person interviews. May the vendors propose the same staff for both telephone and in-person interviews for consistency purposes (e.g. beneficiary/guardian communicating with the same person)?	Yes, as long as they are not the staff scheduling either interview.